

NICHOLAS J. DRAZENOVIC

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EDUCATION

North Central College

Naperville, IL | 2016

BA, Computer Science

BA, English Writing

GPA 3.55/4.0

Skills:

Strong analytical skills

Problem solving

Research strategies

Communication skills

Clear documentation

Relevant Courses:

Web Design

Web Development

Database Systems

Software Development in C++

Data Structures and Algorithms

Programming Languages:

HTML/CSS

PHP

Javascript

Java

C++

C#/ASP.NET

MySQL

PROFESSIONAL

North Central College Information Technology Services

Student Help Desk Assistant | 09/2014 - Present

Demonstrate technical problem solving ability by assisting with IT problems in person or via phone.

Provide positive customer service and maintain records of all customer interactions, communicating professionally with college staff and students.

Assist with other tasks as necessary.

WeatherTech (MacNeil Automotive Products Limited)

Showroom Stockroom Assistant | 08/2014 - Present

Ability to fulfill customer orders under pressure, and in a timely manner.

Develop attention to detail by ensuring all orders are correct and inventory is accurate.

Receive, maintain, and organize merchandise and answer customer inquiries regarding products.

Provide basic technical support when needed.

Follett Higher Education Group

NCC Bookstore Sales Assistant | 05/2012 - 09/2013

Communicated professionally with campus and community members.

Solved basic technical problems as they arose.

Maintained textbooks and general merchandise.

Answered customer inquiries in person or via phone.

OTHER EXPERIENCE

30 North Literary Journal

Co-Editor | 09/2015 - Present

Assist with choosing and editing submissions to North Central College's national undergraduate literary journal, 30 North. Also assist with event planning and other tasks as needed. Duties for Co-Editor include: preparing budget materials, attending school organization meetings, as well as ensuring all submissions to the journal meet the organization's standards.

Study Abroad, Canterbury Christ Church University | 09/2014 - 12/2014

Spent a semester abroad, studying in Canterbury, UK. As a study abroad participant, increased understanding of globalization and cultural awareness. Visiting various historical sites allowed a great understanding of the history and culture of the country and its people. Also studied literature and computer systems, keeping in line with the degrees being pursued at North Central College.